

Provider	Summary of Actions	Compliance with Governor's Request
<b>Telecommunications Providers</b>		
<b>AT&amp;T</b>	<p>AT&amp;T has committed to keeping customers connected during COVID-19. The company has begun offering expanded services to customers and made adjustments to payment plans by:</p> <ul style="list-style-type: none"> <li>• suspending broadband usage caps for our home internet customers,</li> <li>• keeping public Wi-Fi hotspots open for anyone who needs them,</li> <li>• offering Internet access for qualifying limited-income households at \$10/month through the Access from AT&amp;T program,</li> <li>• not terminating service of any wireless, home phone or broadband residential or small business customer due to an inability to pay their bill as a result of the coronavirus pandemic,</li> <li>• waiving late payment fees for customers,</li> <li>• underwriting expenses for a "one-stop" resource center to support eLearning Days from the State Educational Technology Directors Association,</li> <li>• having their FirstNet teams work closely with first responders to keep them connected,</li> <li>• helping businesses and universities stand-up virtual offices and classrooms with conference call and video conferencing with Cisco Webex Meetings with AT&amp;T, and</li> <li>• enabling businesses to forward calls to both mobile and landline phones with AT&amp;T IP Flexible Reach.</li> </ul> <p>To learn more about what AT&amp;T is offering, visit <a href="https://www.att.com/help/covid-19/">https://www.att.com/help/covid-19/</a> The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	<p>Service disconnections for non-payment are suspended until May 15, 2020.</p> <p>Late fees waived that any residential or small business customers incur.</p> <p>Wi-Fi hotspots opened to the public.</p>
<b>CenturyLink</b>	<p>CenturyLink has signed on to the Federal Communication Commission's Keep Americans Connected Pledge. This means that for the next 60 days, they have committed to waive late fees and to not terminate a residential or small business customer's service due to financial circumstances associated with COVID-19. They are also suspending data usage limits for consumer customers during this time period due to COVID-19. Visit <a href="https://news.centurylink.com/covid-19">https://news.centurylink.com/covid-19</a> for more information on CenturyLink's response to COVID-19</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	<p>Service disconnections for non-payment are suspended until May 15, 2020.</p> <p>Late fees waived that any residential or small business customers incur.</p> <p>Wi-Fi hotspots opened to the public.</p>
<b>Charter</b>	<p>To ease the strain during COVID-19, beginning Monday, March 16, 2020, Charter Communications/Spectrum has committed to the following for 60 days:</p> <ul style="list-style-type: none"> <li>• Charter won't terminate service for Spectrum Internet, TV or Voice residential or small business customers who face difficult economic circumstances. Similarly, the company won't charge late fees for customers.</li> <li>• Spectrum does not have data caps or hidden fees.</li> <li>• Charter will offer free Spectrum broadband and Wi-Fi access to households with K-12 and/or college students who do not already have a Spectrum broadband subscription at any service level up to 100 Mbps. To enroll call 1-844-488-8395. Installation fees will be waived for new student households.</li> <li>• Wi-Fi hotspots opened to any American who needs them.</li> <li>• Charter will partner with school districts to ensure local communities are aware of these tools to help students learn remotely.</li> <li>• For eligible low-income households without school-aged children, Charter offers Spectrum Internet Assist, a low-cost broadband program delivering speeds of 30 Mbps.</li> </ul> <p>For more information visit: <a href="https://mobile.spectrum.com/support/article/360040980371/coronavirus-covid19-update">https://mobile.spectrum.com/support/article/360040980371/coronavirus-covid19-update</a> The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	<p>Service disconnections for non-payment are suspended until May 15, 2020.</p> <p>Late fees waived that any residential or small business customers incur.</p> <p>Wi-Fi hotspots opened to the public.</p>
<b>Chesnee Communications</b>	<p>Chesnee Communications is offering 60 days of free Standard Broadband service and free installation to any home that is:</p> <ul style="list-style-type: none"> <li>• The primary home of a student in kindergarten through high school, in technical school, in college, or in graduate school;</li> <li>• Currently without Chesnee Communications internet service and that hasn't had internet service with Chesnee Communications for the past 90 days; and</li> <li>• Located where Chesnee Communications would normally provide Internet service.</li> </ul> <p>For more information visit: <a href="https://chesneecom.s3.amazonaws.com/files/1/2020/COVID%20%2019%20Chesnee%20Service%20for%2060%20Days%20-%2020200317.pdf">https://chesneecom.s3.amazonaws.com/files/1/2020/COVID%20%2019%20Chesnee%20Service%20for%2060%20Days%20-%2020200317.pdf</a> The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	<p>Service disconnections for non-payment are suspended.</p> <p>Late fees waived that any residential or small business customers incur.</p> <p>Wi-Fi hotspots opened to the public.</p> <p>Offering free standard broadband service for 60 days and free installation until April 1, 2020 for primary homes of students in Chesnee Communications current service areas that have not had internet service with Chesnee Communications for the past 90 days.</p>
<b>Comcast</b>	<p>Comcast is taking steps to implement the following new policies for the next 60 days, and other important initiatives:</p> <ul style="list-style-type: none"> <li>• Xfinity WiFi Free For Everyone: Xfinity WiFi hotspots located in businesses and outdoor locations across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit <a href="http://www.xfinity.com/wifi">www.xfinity.com/wifi</a>. Once at a hotspot, consumers should select the "xfinitywifi" network name in the list of available hotspots and then launch a browser.</li> <li>• Pausing Data Plans for 60 days giving all customers Unlimited data for no additional charge.</li> <li>• No Disconnects or Late Fees: Care teams will be available to offer flexible payment options and can help find other solutions.</li> <li>• Internet Essentials Free to New Customers: New customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month. Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service was increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will become the new base speed for the program going forward.</li> <li>• News, Information and Educational Content on X1: For those with school-age students at home, Comcast created new educational collections for all grade levels in partnership with Common Sense Media. Just say "education" into your X1 or Flex voice remote.</li> <li>• 24x7 Network Monitoring: Underpinning all of these efforts, Comcast's technology and engineering teams will continue to work tirelessly to support our network operations.</li> </ul> <p>Visit <a href="https://corporate.comcast.com/covid-19">https://corporate.comcast.com/covid-19</a> for more information. The South Carolina Office of Regulatory Staff (ORS) is providing updates on utility services during COVID-19. Visit the ORS's COVID-19 page for more information: <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a></p>	<p>Service disconnections for non-payment are suspended until May 15, 2020.</p> <p>Late fees waived that any residential or small business customers incur.</p> <p>Wi-Fi hotspots opened to the public.</p>

<b>Comporium</b>	<p>Comporium is taking the following steps to ensure services in the safest possible manner.</p> <ul style="list-style-type: none"> <li>Committed to working with customers impacted by Coronavirus (COVID-19) to prevent their Internet service from being disconnected during this challenging situation.</li> <li>Offering 60 days of free Standard HSI service and free installation to any home that is: <ul style="list-style-type: none"> <li>The primary home of a student in kindergarten through high school, in technical school, in college or in graduate school;</li> <li>Currently without our internet service and that hasn't had internet service with Comporium for the past 90 days; and</li> <li>Located where Comporium would normally provide internet</li> </ul> </li> <li>As a way to safely assist customers with payments, beginning Monday, March 30 drive-through windows at the Downtown Rock Hill Customer Service Center (332 East Main Street) and the Lancaster White locations will be reopened. Drive through service continues to be available at the Rock Hill Cherry Road location and the Gilbert location.</li> </ul> <p>For more information on Comporium's response to COVID-19 see:  <a href="https://www.comporium.com/covid-19/">https://www.comporium.com/covid-19/</a>  The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	<p>Service disconnections for non-payment are suspended.</p> <p>Late fees waived that any residential or small business customers incur.</p> <p>Wi-Fi hotspots opened to the public.</p> <p>Offering 60 days of free Standard high-speed internet service and free installation to any home in Comporium's service area with K-12 and/or college students that is currently without Comporium internet service and hasn't had internet service with Comporium for the past 90 days.</p>
<b>Farmers Telephone Cooperative (FTC)</b>	<p>Farmers Telephone Cooperative is offering 60 days of free internet service and free installation to any home within FTC's service area that meets the following criteria:</p> <ul style="list-style-type: none"> <li>The home is the primary residence of a student in kindergarten through high school, technical school, college or in graduate school;</li> <li>The residence is that of a new customer who has not been an internet customer with FTC for the past 90 days;</li> <li>Home is located in FTC's service area.</li> </ul> <p>FTC is committed to helping customers impacted by the coronavirus (COVID-19) by also not suspending their services due to non-payment. For more information visit <a href="https://www.ftc.net/covid-19/">https://www.ftc.net/covid-19/</a>  The South Carolina Office of Regulatory Staff (ORS) is providing updates on utility services during COVID-19. Visit the ORS's COVID-19 page for more information: <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a></p>	<p>Service disconnections for non-payment are suspended until May 15, 2020.</p> <p>Late fees waived that any residential or small business customers incur.</p> <p>Wi-Fi hotspots opened to the public.</p> <p>Free internet access to new customers in homes with K-12 and/or college students.</p>
<b>Federal Communications Commission</b>	<p>Federal Communications Commission (FCC) Chairman Ajit Pai called on broadband and telephone service providers to promote connectivity for Americans impacted by disruptions caused by COVID-19. In order to ensure Americans do not lose their broadband or telephone connectivity, he asked them to take the Keep Americans Connected Pledge. Many South Carolina broadband and telephone companies have signed the Pledge and committed to:</p> <ul style="list-style-type: none"> <li>not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;</li> <li>waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and</li> <li>open Wi-Fi hotspots to any American who needs them.</li> </ul> <p>Learn more about the Pledge and the companies and associations that have signed on: <a href="https://www.fcc.gov/keep-americans-connected">https://www.fcc.gov/keep-americans-connected</a>  The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	
<b>Frontier Communications</b>	<p>Frontier Communications is committing to keeping customers and colleagues connected, safe, and informed during this time. Frontier High-Speed Internet service has no data caps, so Frontier customers have unlimited data usage worry free. Details are at <a href="http://frontier.com/terms">frontier.com/terms</a>. For more details on Frontier Communications COVID-19 response see <a href="https://frontier.com/resources/covid-19">https://frontier.com/resources/covid-19</a>  The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	<p>Service disconnections for non-payment are suspended until May 15, 2020.</p> <p>Late fees waived that any residential or small business customers impacted by the COVID-19 situation incur.</p> <p>Wi-Fi hotspots opened to the public.</p>
<b>Hargray Communications</b>	<p>Hargray Communications has joined the FCC Keep Americans Connected pledge as part of the commitment to communities. Hargray is taking the following actions in response to COVID-19:</p> <ul style="list-style-type: none"> <li>Service disconnections for non-payment are suspended until May 15, 2020.</li> <li>Late fees waived that any residential or small business customers incur.</li> <li>Wi-Fi hotspots opened to any American who needs them.</li> </ul> <p>If you need assistance, please call 877.427.4729 or email <a href="mailto:customerinquiry@htc.hargray.com">customerinquiry@htc.hargray.com</a>. For information about the pledge, visit <a href="http://bit.ly/2ILn81V">http://bit.ly/2ILn81V</a>  The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	<p>Service disconnections for non-payment and are suspended until May 15, 2020.</p> <p>Late fees waived that any residential or small business customers incur.</p> <p>Wi-Fi hotspots opened to the public.</p>
<b>Home Telecom</b>	<p>Home Telecom is doing the following to help their consumers:</p> <ul style="list-style-type: none"> <li>Suspending disconnection due to nonpayment until May 15, 2020</li> <li>Waiving late fees incurred as a result of late payment caused by the pandemic</li> <li>Free internet with Wi-Fi to new households with K-12 or college students during the national emergency</li> <li>Current Internet customers can upgrade with no additional charges for 3 months.</li> </ul> <p>For more information, visit <a href="https://www.homesc.com/Blog/319157/Home-Telecom-Offers-Special-Internet-Programs-to-Support-Remote-Students-and-Workers-during-Coronavirus-Pandemic">https://www.homesc.com/Blog/319157/Home-Telecom-Offers-Special-Internet-Programs-to-Support-Remote-Students-and-Workers-during-Coronavirus-Pandemic</a>.  The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	<p>Service disconnections for non-payment are suspended until May 15, 2020.</p> <p>Late fees waived that any residential or small business customers incur.</p> <p>Wi-Fi hotspots opened to the public.</p> <p>Offering two months of free 25 Mbps internet service to any home with K-12 and/or college students.</p> <p>Offering three months of free internet speed upgrades for current internet customers.</p>

<b>HTC (Horry Telephone Cooperative)</b>	<p>Horry Telephone Cooperative (HTC) is doing the following during the COVID-19 pandemic:</p> <ul style="list-style-type: none"> <li>• Service disconnections for non-payment are suspended until May 15, 2020.</li> <li>• Late fees waived that any residential or small business customers incur.</li> <li>• Wi-Fi hotspots opened to any American who needs them in Horry and Georgetown counties.</li> <li>• Implementing a \$20 bill credit for all active residential and business Internet subscribers in the months of April and May.</li> <li>• Partnering with Horry County Schools (HCS) to identify student homes that currently do not have access to internet (approximately 800 locations) and provide two months of free Internet to students who currently do not have Internet access.</li> <li>• Installed additional public Wi-Fi hotspots at the parking lots of all Georgetown County high schools.</li> <li>• Waiving the \$50 service fee for business members that subscribe to our conference bridge plans, and all conference bridge plans will be 50% off through April and May.</li> <li>• Providing unlimited call feature and voice mail configuration services through April and May to business members with HTC maintenance agreements on their phone systems.</li> </ul> <p>For more information, visit <a href="https://www.htcinc.net/htc-coronavirus-readiness/">https://www.htcinc.net/htc-coronavirus-readiness/</a> The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	<p>Service disconnections for non-payment are suspended until May 15, 2020.</p> <p>Late fees waived that any residential or small business customers incur.</p> <p>Wi-Fi hotspots opened to any American who needs them in Horry and Georgetown counties.</p> <p>Implementing a \$20 bill credit for all active residential and business Internet subscribers in the months of April and May.</p> <p>Partnering with Horry County Schools (HCS) to identify student homes that currently do not have access to internet (approximately 800 locations) and provide two months of free Internet to students who currently do not have Internet access.</p> <p>Installed additional public Wi-Fi hotspots at the parking lots of all Georgetown County high schools.</p> <p>Waiving the \$50 service fee for business members that subscribe to our conference bridge plans, and all conference bridge plans will be 50% off through April and May.</p> <p>Providing unlimited call feature and voice mail configuration services through April and May to business members with HTC maintenance agreements on their phone systems.</p>
<b>Lifeline</b>	<p>The Federal Communications Commission is helping keep low-income Americans connected during the Coronavirus pandemic by waiving Lifeline Program de-enrollment requirements until May 29, 2020. For more information on this topic visit <a href="https://www.fcc.gov/document/fcc-acts-keep-lifeline-subscribers-connected-during-covid-19-0">https://www.fcc.gov/document/fcc-acts-keep-lifeline-subscribers-connected-during-covid-19-0</a> The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	
<b>Palmetto Rural Telephone Cooperative</b>	<p>Palmetto Rural Telephone Cooperative is doing the following during the COVID-19 pandemic:</p> <ul style="list-style-type: none"> <li>• Service disconnections for non-payment are suspended until May 15, 2020.</li> <li>• Late fees waived that any residential or small business customers incur.</li> <li>• Wi-Fi hotspots opened to the public</li> <li>• Offering members that have a student (K-12 and/or college) in the home and do not have Internet service, free installation and free internet access for 60 or 90 days, depending on the customers' long-term needs. Palmetto is also offering a free 90-day Internet upgrade for existing customers that have a student (K-12 and/or college) in the home or work-from-home and need to upgrade their broadband service</li> </ul> <p>For more information, visit <a href="https://www.prtc.us/covid19">https://www.prtc.us/covid19</a> or call (843) 538-2020 (Walterboro) or (843) 931-1212 (St. George).</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	<p>Service disconnections for non-payment are suspended until May 15, 2020.</p> <p>Late fees waived that any residential or small business customers incur.</p> <p>Wi-Fi hotspots opened to the public.</p> <p>Offering members that have a student (K-12 and/or college) in the home and do not have Internet service, free installation and free internet access for 60 or 90 days, depending on the customers' long term needs. Palmetto is also offering a free 90-day internet upgrade for existing customers that have a student (K-12 and/or college) in the home or work-from-home and need to upgrade their broadband service. For more information, contact PRTC at (843) 538-2020 (Walterboro) or (843) 931-1212 (St. George).</p>
<b>Piedmont Rural Telephone Cooperative</b>	<p>Due to COVID-19, Piedmont Rural Telephone Cooperative is doing the following:</p> <ul style="list-style-type: none"> <li>• Service disconnections for non-payment are suspended until May 15, 2020.</li> <li>• Offering customers that have a student (K-12 and/or college) in the home and do not have Internet service free installation and free first month of service credit until further notice.</li> <li>• Offering free Internet service upgrades until the State of Emergency is lifted (free upgrades for copper DSL up to 20Mbps and fiber customers up to 200Mbps).</li> <li>• Drive-thru window at 201 Anderson Drive will remain open from 8 AM to 4 PM daily Monday-Friday.</li> </ul> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	<p>Service disconnections for non-payment are suspended until May 15, 2020.</p> <p>Late fees waived that any residential or small business customers incur.</p> <p>Offering free upgrades, copper DSL up to 20 Mbps, fiber customers up to 200 Mbps until state of emergency is lifted.</p> <p>Offering customers that have a student (K-12 and/or college) in the home and do not have internet service, PRTC will provide free installation and free first month of service credit until further notice. **NOTE: Offer suspended.</p>
<b>Sandhill Telephone Co-op</b>	<p>Sandhill Telephone Cooperative, Inc. is providing 11 free hotspots in Chesterfield, Kershaw, and Marlboro counties for anyone that is not currently paying for Internet service and needs a connection for their children to complete schoolwork. <a href="https://shc.net/covid-19-press-release/">https://shc.net/covid-19-press-release/</a> Sandhills Telephone Cooperative is working on a partnership with Northeastern Tech in Cheraw to provide internet access to their students.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	<p>Service disconnections for non-payment are suspended until May 15, 2020.</p> <p>Late fees waived that any residential or small business customers incur.</p> <p>Wi-Fi hotspots opened to the public. 11 Wi-Fi hotspots enabled in Chesterfield, Kershaw, and Marlboro counties for free for anyone that isn't currently paying for internet service and needs a connection for their children to complete their schoolwork.</p> <p>Offering \$25 bill credit for residential broadband services for any existing customers that Sandhill serves that has a child in school (K-12 and/or college). <a href="https://shc.net/closed-school-form">https://shc.net/closed-school-form</a></p> <p>Any residential customer that does not currently have broadband internet service but needs to add, will receive a one-time \$25 bill credit when installed between March 18 and April 30, 2020.</p>

<b>South Carolina Telecommunications &amp; Broadband Association (SCTBA)</b>	<p>South Carolina Telecommunications &amp; Broadband Associations (SCTBA) members are offering free Wi-Fi hotspots. Check this out for the locations:  <a href="https://ors.sc.gov/sites/default/files/Documents/News%20Archive/Covid-19%20Updates/SCTBA%20WiFi%20Hotspots.pdf">https://ors.sc.gov/sites/default/files/Documents/News%20Archive/Covid-19%20Updates/SCTBA%20WiFi%20Hotspots.pdf</a></p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	
<b>South Carolina Telephone Coalition</b>	<p>Each of the South Carolina Telephone Coalition member companies is taking specific actions to effectuate FCC Chairman Pai's Pledge to Keep Americans Connected during the coronavirus outbreak. The Keep Americans Connected Pledge reads as follows:          "Given the coronavirus pandemic and its impact on American society, each of the South Carolina Telephone Coalition member companies pledges for the next 60 days to:          (1) not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;          (2) waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and          (3) open its Wi-Fi hotspots to any American who needs them."          In addition, the South Carolina Telephone Coalition member companies have committed to providing discounted services to qualifying households with school-age children. The companies also will work with their respective local school districts to assist with any additional needs they may be able to address, including developing additional Wi-Fi hotspots where needed and feasible.          More information can be found here:  <a href="https://ors.sc.gov/sites/default/files/Documents/News%20Archive/Covid-19%20Updates/South%20Carolina%20Telephone%20Coalition%20Actions%20as%20to%20COVID-19_sm.pdf">https://ors.sc.gov/sites/default/files/Documents/News%20Archive/Covid-19%20Updates/South%20Carolina%20Telephone%20Coalition%20Actions%20as%20to%20COVID-19_sm.pdf</a></p>	<p>South Carolina Telephone Coalition Actions as to COVID-19 (PDF)          Companies included in the South Carolina Telephone Coalition's release are:          Chesnee Telephone Company          Comporium          Farmers Telephone Cooperative (FTC)          Hargray Communications          Home Telecom          Horry Telephone Cooperative          Palmetto Rural Telephone Cooperative          Piedmont Rural Telephone Cooperative (PRTC)          Sandhill Telephone Cooperative          TDS          TruVista          West Carolina Rural Telephone Cooperative</p>
<b>TAG Mobile, LLC</b>	<p>In light of the challenges facing many subscribers due to the COVID-19 pandemic, TAG Mobile, LLC ("TAG") will be providing a free 5GB data top-up to all of its Lifeline subscribers after they have exhausted the data provided by their plan. TAG will provide this once per billing cycle for each subscriber as they use all of their data and the extra 5GB will expire at the end of that billing cycle. TAG began implementing this on March 18, 2020 and plans to do so until May 17, 2020. TAG will be sending notices to subscribers to let them know that the 5GB will be added. For more information, visit <a href="https://www.tagmobile.com/blog/staying-strong-and-committed-extending-benefits-for-covid-19/">https://www.tagmobile.com/blog/staying-strong-and-committed-extending-benefits-for-covid-19/</a> or call Customer Support at 1-866-959-4918.</p>	
<b>T-Mobile</b>	<p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p> <p>T-Mobile is doing the following during the COVID-19 pandemic:          • Beginning March 13th, all current T-Mobile and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data for the next 60 days (excluding roaming).          • Soon T-Mobile will provide T-Mobile and Metro by T-Mobile customers an additional 20GB of mobile hotspot/tethering service for the next 60 days.          • T-Mobile is working with our Lifeline partners to provide customers free extra data up to 5GB of data per month for the next 60 days.          • T-Mobile is also increasing the data allowance, free of charge, to schools and students using our EmpowerED digital learning programs to ensure each participant has access to at least 20GB of data per month for the next 60 days.          • Additionally, T-Mobile is offering free international calling for all current T-Mobile and Metro by T-Mobile customers to Level 3 impacted countries.          More information can be found at: <a href="https://www.t-mobile.com/brand/ongoing-updates-covid-19">https://www.t-mobile.com/brand/ongoing-updates-covid-19</a></p>	<p>Service disconnections for non-payment are suspended until May 15, 2020.</p>
<b>TDS Telecom</b>	<p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p> <p>TDS Telecom has temporarily stopped disconnections and will waive late fees, and not charging for data cap overage. Also if you do not have TDS Internet service, but need it for work- or school-at-home scenarios, you can order free Internet service for 60 days. For more information, visit <a href="https://tdstelecom.com/covid-19.html">https://tdstelecom.com/covid-19.html</a>.</p>	<p>Service disconnections for non-payment are suspended until May 15, 2020.</p> <p>Late fees waived that any residential or small business customers incur.</p>
<b>TruVista</b>	<p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p> <p>TruVista is assisting communities during the COVID-19 outbreak by:          • Service disconnections for any residential or small business customers for non-payment are suspended until May 15, 2020 because of their inability to pay their bills due to disruptions caused by COVID-19.          • Late fees waived until May 15, 2020.          • Offering free 60 days of basic Internet service including free installation to households with K-12 and/or college students who do not already have a TruVista broadband subscription. This offer is being made to households within TruVista's service areas where facilities currently exist.          • Offering current Internet customers that upgrade their Internet speed a \$100 credit.          • Overage charges and late fees are waived until May 25, 2020 to support customers who may be financially affected by the COVID-19 crisis.          • From March 25 through April 30, add 15GB of high-speed data for wireless consumer and small business customers to be automatically applied with no customer action necessary.          The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	<p>Service disconnections for non-payment suspended until May 15, 2020.</p> <p>Late fees waived until May 15, 2020.</p> <p>Wi-Fi hotspots opened to the public.</p> <p>Offering free 60 days of basic internet service including free installation to households with K-12 and/or college students who do not already have a TruVista broadband subscription. Installation and modem fees are waived. Customers may cancel after 60 days and are required to return modem. This offer is being made to households within TruVista's service areas where facilities currently exist.</p> <p>Offering current internet customers that upgrade their internet speed a \$100 credit.</p>

Verizon	<p>Verizon Wireless is providing the services below in response to the COVID-19 pandemic:</p> <ul style="list-style-type: none"> <li>• Waived late fees and overage charges for 60 days from March 16 to May 13 for customers who let the company know they are unable to pay as a result of economic hardship due to the COVID-19 pandemic. Verizon also will not terminate service to those customers.</li> <li>• 15GB free high-speed data that will be automatically applied to consumer plans from March 25 through April 30, 2020. No customer action is necessary.</li> <li>• Two months of waived Internet and voice service charges for current Lifeline customers and a new affordable internet option for low-income households, starting April 3.</li> <li>• No Fios/DSL data caps</li> <li>• Free international calling</li> <li>• Waived activation and upgrade fees</li> <li>• Unlimited domestic calling: Eligible customers will receive a text message to inform them of the offer. No action is necessary; the offer will automatically be added to eligible accounts.</li> <li>• Free learning tools and premium TV: Beginning April 1, Fios TV customers will get access to 30 days of programming at no additional cost and will be able to experience up to 60 days of free access to valued education resources, tools, and games at no cost</li> </ul> <p>For more information, visit <a href="https://www.verizon.com/about/news/our-response-coronavirus">https://www.verizon.com/about/news/our-response-coronavirus</a> The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	<p>Service disconnections for any residential or small business customers for non-payment are suspended until May 25, 2020 for any residential or small business customers because of their inability to pay their bills due to disruptions caused by COVID-19.</p> <p>Overage charges and late fees are waived until May 25, 2020 to support customers who may be financially affected by the COVID-19 crisis.</p> <p>From March 25 through April 30, add 15GB of high speed data for wireless consumer and small business customers to be automatically applied with no customer action necessary.</p>
West Carolina Rural Telephone Cooperative (WCTEL)	<p>West Carolina Rural Telephone Cooperative (WCTEL) is providing the services below in response to the COVID-19 pandemic:</p> <ul style="list-style-type: none"> <li>• Service disconnections for non-payment are suspended until May 15, 2020.</li> <li>• Late fees waived until May 15, 2020.</li> <li>• 23 free Wi-Fi hotspots in four counties opened to the public. <a href="http://www.wctel.com/wifi-hotspots/">www.wctel.com/wifi-hotspots/</a></li> <li>• Free Internet service for 60 days to households in its service area with K-12 and/or college students who do not already have a WCTEL Internet subscription. Free Internet speed upgrades for 60 days to existing customers. <a href="https://www.wctel.com/free-internet/">https://www.wctel.com/free-internet/</a></li> </ul> <p>For more information, visit <a href="https://www.wctel.com/covid-19/">https://www.wctel.com/covid-19/</a> The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	<p>Service disconnections for non-payment are suspended until May 15, 2020.</p> <p>Late fees waived until May 15, 2020.</p> <p>23 free Wi-Fi hotspots in four counties opened to the public. <a href="http://www.wctel.com/wifi-hotspots/">www.wctel.com/wifi-hotspots/</a></p> <p>Offering free Internet service for 60 days to households in its service area with K-12 and/or college students who do not already have a WCTEL Internet subscription. Free Internet speed upgrades for 60 days to existing customers. <a href="https://www.wctel.com/free-internet/">https://www.wctel.com/free-internet/</a></p>
Windstream	<p>Windstream is providing the services below in response to the COVID-19 pandemic:</p> <ul style="list-style-type: none"> <li>• Service disconnections for non-payment are suspended until May 15, 2020.</li> <li>• Late fees waived that any residential or small business customers incur.</li> <li>• Wi-Fi hotspots opened to the public.</li> <li>• For families who qualify for the Lifeline program, the company is offering service free of charge for the first two months with free activation.</li> </ul> <p>For more information, visit <a href="https://news.windstream.com/Windstream-COVID-19-Response/">https://news.windstream.com/Windstream-COVID-19-Response/</a> The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at <a href="https://ors.sc.gov/covid19">https://ors.sc.gov/covid19</a>.</p>	<p>Service disconnections for non-payment are suspended until May 15, 2020.</p> <p>Late fees waived that any residential or small business customers incur.</p> <p>Wi-Fi hotspots opened to the public.</p>